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April 15, 2019

VIA ELECTRONIC FILING

Josh Minges
Hearing Examiner
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Charles Hawkins v. Duke Energy Carolinas, LLC
Docket No. 2019-74-E

Dear Mr. Minges:

Duke Energy Carolinas, LLC (the "Company") is filing this report pursuant to Order No. 2019-49-H(A), which was issued in the above-referenced docket on April 5, 2019. In that order, the Company was instructed to contact the aid agency with which Mr. Hawkins has been in contact in order to determine the requirement regarding aid to the primary account holder, and to file the result of this contact by April 15, 2019. This instruction relates to Mr. Hawkins' assertion that, in order to be eligible for agency assistance, his wife must be listed as the primary accountholder.

Although the Company was not provided with contact information for the representative with which Mr. Hawkins has been in contact, the Company, on its own initiative, reached out to the aid agency Sunbelt Human Advancement Resources (SHARE), which administers the Low-Income Home Energy Assistance Program (LIHEAP), which was referenced in the complaint. The SHARE representative was familiar with Mr. Hawkins' previous contact with the agency and advised that the accountholder status on the electricity account has no bearing on whether an applicant receives aid.

According to the LIHEAP website, "SHARE's LIHEAP Program is designed to assist low-income households at or below 150% of the federal poverty guidelines pay the price of home energy"¹ The website further provides certain eligibility criteria for applicants requesting assistance, including the provision of income information. The SHARE representative informed the Company that applicants must provide sufficient information for the agency to evaluate the applicant's eligibility according to LIHEAP's eligibility criteria. Without sufficient information, SHARE will deny the applicant's request for assistance.

¹ *Low-Income Home Energy Assistance Program*, SHARE, <https://www.sharesc.org/Programs/liheap.php> (last visited Apr. 15, 2019). A screen-print of the website is attached hereto as Attachment A.



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Please feel free to contact me should you need any additional information.

Kind regards,

Sam Wellborn

SJW:tch

Enclosure

cc w/enc: Heather Shirley Smith, Deputy General Counsel (via email)
Rebecca J. Dulin, Associate General Counsel (via email)
Parties of Record (via email)

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2019-74-E

Charles Hawkins,)
)
 Complainant/Petitioner,)
)
 v.)
)
 Duke Energy Carolinas, LLC,)
)
 Defendant/Respondent.)
)

CERTIFICATE OF SERVICE

This is to certify that I, Toni C. Hawkins, a paralegal with the law firm of Robinson Gray Stepp & Laffitte, LLC, have this day caused to be served upon the person(s) named below the **Report to Commission re Agency Assistance Requirements on behalf of Duke Energy Carolinas, LLC** in the foregoing matter by placing a copy of same in the U.S. Mail and/or via electronic mail as follows:

Charles L. Hawkins
 28 Kavanagh Ct
 Greenville, SC 29611
 Email: ccs_hawkins@att.net

Jeffrey M. Nelson, Esquire
 Office of Regulatory Staff
 1401 Main Street, Suite 900
 Columbia, SC 29201
 Email: jnelson@ors.sc.gov

Becky Dover, Counsel
 SC Dept of Consumer Affairs
 Email: bdover@scconsumer.gov

Carri Grube-Lybarker, Counsel
 SC Dept of Consumer Affairs
 Email: clybarker@scconsumer.gov

Dated at Columbia, South Carolina this 15th day of April, 2019.


